



EMPLOYMENT DEVELOPMENT DEPARTMENT CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	EMPLOYMENT DEVELOPMENT DEPARTMENT	RELEASE DATE:	Thursday, June 4, 2009
POSITION TITLE:	Chief, Production Services Division	FINAL FILING DATE:	Friday, July 3, 2009 <i>or until filled</i>
CEA LEVEL:	CEA 2	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 7,815.00 - \$ 8,616.00 / Month	BULLETIN ID:	04062009_6

POSITION DESCRIPTION

Under the general direction of the Deputy Director, IT Branch, the Chief, Production Services Division, plans, organizes, facilitates and evaluates the activities of over 130 staff. The Chief is responsible for policy development, operations management, and support for EDD's vast IT infrastructure and systems, supporting all of the Department's major programs—Unemployment Insurance (UI), Disability Insurance (DI), Employer Tax, and Workforce Services. The incumbent has responsibility for the largest UI Call Center operation nationwide, as well as call center operations in the DI and Tax programs. The Chief also plays an integral role in the planning, development, implementation and maintenance of IT solutions to support business operations, as well as the development and administration of enterprise incident management, problem management, change management, release management and configuration management, and highly complex system testing processes and accompanying policies.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in

Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA

position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

1. Strong leadership and management team experience demonstrating an ability to create a clear vision, set goals and expectations, encourage leadership and initiative at all levels, and use sound judgment in managing complex and varied programs.
2. Knowledge of the role of information technology in strategic business planning.
3. Experience with the planning, development, maintenance, installation, and support of large system applications in a multi-tier environment, and familiarity with large complex telecommunication and database management systems.
4. Experience in large-scale project management, including vendor oversight and contract management.
5. Ability to establish effective working relationships and credibility with contractors, the vendor community and state and federal control agencies.
6. Demonstrated knowledge and experience in information technology services management using ITIL disciplines that minimize risk to the State and the department.
7. Understanding of EDD service delivery systems and familiarity with EDD's major programs, including Unemployment Insurance, Disability Insurance, Employer Tax and Services.
8. Demonstrated knowledge of both State and Federal funding procedures, including experience developing State budget proposals.
9. Ability to present plans and solicit support from department management and the Office of the State Chief Information Officer for automation activities.
10. Knowledge of quality customer service principles and demonstrated use of customer expectations to improve processes and/or products.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, Production Services Division**, with the **EMPLOYMENT DEVELOPMENT DEPARTMENT**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

FILING INSTRUCTIONS

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and

qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.

- Resumes do not take the place of the Statement of Qualifications.
- If qualifying under Pattern IV of the minimum qualifications, please attach a copy of DD214 or other official discharge documents.

Applications must be submitted by the final filing date to:

EMPLOYMENT DEVELOPMENT DEPARTMENT, Human Resource Services Division
PO Box 826880, MIC 54, Sacramento, CA 94280-0001
Lisa McVay | (916) 653-8456 | lmcvay@edd.ca.gov

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>